



Detailed Project Report for
Customer Care Centre
Updation at Uttar Power
Corporation Limited
(UPPCL)

16th June 2020

Submitted to:

Uttar Pradesh Power Corporation Limited

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1 Background

1.1 Introduction

Uttar Pradesh being the one of the largest State in India is also one of the most populous state of the country with its administrative capital Lucknow. With the levels of literacy rate of around at 70 % the state has abundant availability of quality human resource. It has the abundance of potential as destination for investments in manufacturing, tourism and Infrastructure services.

Power sector is the critical infrastructure element required for the smooth functioning of the economy. Efficient, reliant and sustainable power is essential to stimulate growth and prosperity in the state. The availability of the reliable, quality and affordable power can ensure growth of all sectors of the economy being it agricultural, industrial and others. Towns of Kanpur, Varanasi, Allahabad, Gorakhpur, Meerut, Aligarh, Moradabad, Muzaffarnagar, Saharanpur and Jhansi are known for their industrial importance in the state as well as at the national level.

Uttar Pradesh was one of the first state to embark upon economic and structural reforms in power sector. GoUP had taken key structural reforms and created entities , Uttar Pradesh Power Corporation Limited (2000) , Kanpur Electricity supply Company , KESCO (2000) , Purvanchal Vidyut Vitran Nigam Limited , PuVVNL - Varanasi (2003) , Madhyanchal Vidyut Vitran Nigam Limited , MVVNL- Lucknow (2003) , Paschimanchal Vidyut Vitran Nigam Limited , PaVVNL - Meerut (2003) and Dakshinanchal Vidyut Vitran Nigam Limited , DVVNL- Agra (2003).

UPPCL has the following major online systems in place-

- **Urban Online Billing:** To bring efficiency and transparency in operations, an online system for billing and collection consisting 17 modules is deployed in 168 towns across UP for a consumer base of 7.5 Million. The web applications have been hosted at on-premise Data Centre (DC) with replicated data in the Disaster Recovery Centre (DRC), and are accessed by various divisions, circle, sub-division and other offices situated at different locations in 168 towns across the state over WAN environment.
- **Mobile Applications:** Various mobile applications (e-Nivaran, e-Sanyojan, FAME) for urban and rural consumers have been developed for improving efficiency, revenue and easy functioning. These apps are integrated with urban and rural online billing systems and various payment service providers.
- **Customer Care Centre for urban Consumers:** Customer Care Centres for consumers are established in 4 Discoms to take care of the grievances and faster redressal. Consumer complaints are registered/tracked/resolved through 1912 (Toll Free Number). This system is integrated with urban online system and rural online billing system.
- **Web Self Service:** To facilitate its consumers UPPCL provides online payment, trust billing and load enhancement features to its users.
- **Prepaid Meter Online Recharge-** Integration is in place to do online recharge prepaid meter installed.

- **GIS and Network Analysis Solution** - GIS system is in place which includes asset mapping and consumer indexing. UPPCL also keeps updating the GIS database through incremental surveys of consumers and assets to accurately carry out energy accounting. To complement the GIS, GIS based network analysis system is implemented to be able to accurately carry out network studies and optimise deployment of network elements.
- **Integrations with Other Government Portals/Apps** - Billing system has been integrated with Centre for E-Governance and (Customer service centers)CSCs for bill payment, Udyog Bandhu, CM Dashboard, Energy Audit Module etc
- **Other Integrations with UPPCL** - Official website of www.uppcl.org has various integrations such as Energy Accounting Directory, Commercial Statements, Personal Information System, Jansunwai, Disciplinary Proceedings, Feeder wise Supply Hours, Daily Supply Hours, Court Case Monitoring etc.

1.2 About UPPCL

Uttar Pradesh Power Corporation Limited (UPPCL), is a company registered under the provisions of Companies Act 1956 / 2013 and is a fully owned entity of Government of Uttar Pradesh.

Besides being the holding company for Power Generation and Transmission entities, UPPCL is also the holding company for five DISCOMS namely Paschimanchal Vidyut Vitaran Nigam Limited (PVVNL), Purvanchal Vidyut Vitaran Nigam Limited (PuVVNL), Madhyanchal Vidyut Vitaran Nigam Limited (MVVNL), Dakshinanchal Vidyut Vitaran Limited (DVVNL) and Kanpur Electricity Supply Company (KESCO). These DISCOMS are responsible for supplying of electricity to the consumers and to maintain the 33/11, 11/0.433 KV, substations, 33/11 kV/LT network of the area, receiving electricity supply from higher voltage system, distribute it to its consumers, record their consumption, issue electricity bills according to applicable tariff and realize the revenue. Various divisions of the DISCOMS are also responsible to release new connections and from time to time extend and improve its distribution network and control the line losses of electricity, technical as well as commercial and various other related activities.

The Company is engaged primarily in the business of distribution of Electricity. It has been vested with the distribution assets, interest in property, rights and liabilities of the erstwhile UPSEB necessary for the business of distribution in its area of distribution comprising of all districts of Uttar Pradesh.

The above 5 Companies have been given the status of a Distribution licensee as per Section 14 of the Electricity Act 2003. In order to fulfil the obligations of the Distribution licensee as mandated under the provision of Uttar Pradesh State Electricity Reforms Transfer Scheme 2012 and Electricity Act 2003, the main objects to be pursued by the company are:

- To undertake the activities of distribution to all consumers irrespective of the voltage, provision, supply, wheeling, purchase, sale, import, export and trading of electricity,

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introduce open access in distribution as per the Electricity Act 2003 and/or the directions of the regulator.

- To plan, develop, acquire, establish, construct, erect, lay, hire, lease, buy, sell, operate, run, manage, maintain, enlarge, alter, renovate, modernize, work and use a power distribution system network in all its aspects including amongst others various voltage lines and associated sub -stations, including distribution centers, cables, wires, accumulators, plants, motors, meters, apparatus, computers and materials connected with sub-transmission, distribution, supply of electrical energy, ancillary services, telecommunication and telemetering equipment.
- To tender, finalize and execute Power Purchase Agreements and other agreements for sale or purchase of electricity with generating companies, trading companies, other distribution companies, Central and State generating authorities, departments or companies, societies, other States, utilities, Independent Power Producers and other Persons.
- To undertake Rural Electrification schemes in the licensed area.
- Any other work incidental to the objectives & functions of the company.

The details of 5 DISCOMS are as follows;

DISCOMS	RAPDRP PART A		Non-RAPDRP	
	No. of Consumer Served *	District Served	No. of Consumer Served*	District Served
Dakshinanchal Vidyut Vitran Nigam Ltd (DVVNL)	1093589	19	3286962	21
Madhyanchal Vidyut Vitran Nigam Ltd (MVVNL)	1815243	17	4126303	19
Purvanchal Vidyut Vitran Nigam Ltd (PuVVNL)	1229043	19	5573860	20
Paschimanchal Vidyut Vitran Nigam Ltd (PVVNL)	2421582	13	3321032	12
Kanpur Electric Supply Company (KESCO)	601819	1	Not in scope	
Total	7161276	69	16308157	72

Table 1 : Details of Consumers and Districts

*As per 2018 data

Discoms	Zone	Circle	Distribution Division	SDO	Test Division
Dakshinanchal Vidyut Vitran Nigam Ltd (DVVNL)	6	28	77	190	23
Madhyanchal Vidyut Vitran Nigam Ltd (MVVNL)	6	29	105	205	27
Purvanchal Vidyut Vitran Nigam Ltd (PuVVNL)	6	30	96	194	22
Paschimanchal Vidyut Vitran Nigam Ltd (PVVNL)	6	29	96	195	28
Total	24	116	374	784	100

Table 2 - Details of RAPDRP PART-A and Non-RAPDRP Offices

1.3 Mission of UPPCL

Uttar Pradesh Power Corporation Ltd. (UPPCL), with a vision to provide, uninterrupted power supply to every consumer of the state is now looking forward to increasing the consumer base as well as increasing the revenue by incorporating new technology, process and procedure. The mission of Uttar Pradesh Power Corporation Limited (UPPCL) is to ensure reliable quality of power to its customers at competitive prices. The UPPCL is committed to achieving this mission through:

- Provide cost efficient good quality electricity to all categories of consumers for economic development/social uplift of the State.
- Make the energy sector commercially viable so that it ceases to be burden on the state budget; and
- Protect the investment of the consumers.

2 Objective

Times have changed, and technology has chiselled new directions for utilities. In the last decade, gas, electric, and water utilities have become very serious about being customer-centric and delivering exceptional customer service and value. Consumers are expecting and demanding more from their utilities. To manage its customers UPPCL is running customer care centres and now wishes to update and augment its capacity from 60-seater to 90-seater.

3 Scope of Work

To update and augment its capacity from 60-seater to 90-seater.

- UPPCL wishes to increase their focus on communicating and providing information through the varied communication channels most used by consumers.
- UPPCL wishes to proactively take steps to increase the speed in which they respond to customer questions and concerns.
- UPPCL intends to expand the number and types of performance metrics they are utilizing to measure customer satisfaction.
- Training of new customer service representatives continues to be critical to customer care success.
- UPPCL wishes to increase their emphasis on providing more pro-active communication to their customers, especially in context to power outages and service disruptions. They see this effort as a strong tool in increasing customer satisfaction, as well as reducing the number of inbound customer contacts during storms and other power outage situations.
- There is an increasing focus to coordinate and improve the quality and consistency of all customer interactions, not just call center interactions.

4 Benefits

Below are the advantages of updating the Customer Care Centre

- Better Consumer Satisfaction and confidence.
- Assist in improving professional Image of UPPCL amongst the consumers.

5 Costing

Part A: Total Benefits from the Projects (Rs. Crs) *	
Name of the Project & Project No.	Customer Care Centre Up-dation
Date of Start of Project	2020
Scheduled Date of Completion	2025
Estimated Cost (Rs. Crs) at start of project	25.5
Cost Escalation / variation with reasons, if any	NA
Proposed Funding (Equity, Loan, Grant details)	Equity
Scheduled Date of Completion	2025
Delay & reasons, if any	None

6 Duration

The overall project duration is for **60 Months**.